

Self-assessment Questionnaire

For

Customer Service Officer Positions in the Child Support Agency

The statements below will help you decide if you are suitable for work as a Customer Service Officer in the Child Support Agency (CSA). These statements are for self-assessment only and will not form part of the formal selection process.

We strongly recommend you take the time to work through the statements and assess your own suitability before you decide whether to apply for a job with CSA. Ask yourself if the statements apply to you. Be honest with yourself and you will see if you would be suited to this type of work.

Ask yourself whether each statement below is true for you.

1	I can participate in a comprehensive recruitment process. (This involves assessment of your suitability through performance, testing, fitness for duty and security assessments.)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2	I can adapt to a six-month period of full-time learning on the job. (There will be an initial 6 week period of formal intensive training.)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3	I can deal with challenging customer behaviours. (Some CSA customers may be emotional and upset, which can lead to them challenging you and your decisions)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4	I can behave in a professional manner. (In some instances you may have to put aside personal values and beliefs in dealing with customers from diverse backgrounds and situations.)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5	I know how to take a step back when difficult things happen. (You may need to be able to 'take stock' and move on after personally challenging situations)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6	I am resilient. (You will need to work for long periods of time on emotive issues with customers yet still remain focused.)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7	I communicate effectively. (Much communication with customers is via the telephone.)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
8	I can concentrate for long periods. (You could spend up to half a day on most days on the telephone to customers dealing with a high level of detail)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9	I can apply policy and procedures effectively. (When making decisions you will need to understand and apply policy and procedures.)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
10	I am comfortable asking difficult questions. (You will need to ask sensitive questions that may be personal and probing.)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
11	I can discuss the payment of debt. (You will need to discuss and negotiate the payment of debt with customers.)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
12	I cope with a constantly changing environment. (You will need to be flexible, able to deal with ambiguity, willing and able to adapt to and adopt change in your work practices.)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
13	I am comfortable working in a rostered phone environment and having to work wearing headphones. This includes talking on the phone at the same time as typing.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

14	I enjoy working with others in a team, am effective in working with others and have demonstrated this in my life to date.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
15	I am the type of person who not only does my job but also is always ready to help out and have had feedback to confirm this.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
16	I am more likely to take the initiative, ask questions and do research than wait to be told.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
17	I am confident in my ability to deal with stress/pressure in the workplace.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
18	I do not usually become emotionally involved in other people's situations	<input type="checkbox"/> Yes	<input type="checkbox"/> No
19	I can persevere and see things through even when I'm tired.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
20	I do not usually allow my emotions to rule my head	<input type="checkbox"/> Yes	<input type="checkbox"/> No
21	I am not usually afraid to express an opposing view and can deal with conflict	<input type="checkbox"/> Yes	<input type="checkbox"/> No
22	I see myself as emotionally strong.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
23	My friends and family would say that I take things in my stride and do not act impulsively even when irritated.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
24	I know I can control myself when others lose their temper.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
25	I do not allow other people's situations to affect me	<input type="checkbox"/> Yes	<input type="checkbox"/> No
26	I am the sort of person who can hold my own in a debate or discussion without becoming aggressive.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
27	I have confidence in my ability to set goals and achieve results.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
28	I am curious, like finding connections and enjoy getting to the bottom of things.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
29	I am clear in my mind as to why the Child Support Agency would be a preferred employer for me and how I would be of benefit to the CSA.	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If you responded 'No' to more than five statements

You should give serious consideration to discontinuing your application at this stage. There may well be aspects of the job that will cause you stress, your own skills and work preferences might not be well aligned with this type of work, or it might simply be outside your interests or abilities at this time.

Please read the material again, do some more research and give this serious consideration.

If you responded 'No' to three to five statements

Consider the specific questions you answered 'No' to. Do they relate to particular situations, or to a lack of skill or experience? Are there steps you could take to change your opinion or to develop your skills or abilities in this regard? Weigh up the pros and cons and work out whether the overall nature of the job suits you. Remember - this is the time to decide.

If you responded 'Yes' to all or nearly all statements

It is likely that you have the attitudes and experience that match the role requirements of a Customer Service Officer in the Child Support Agency. Please, still need consider the specific questions you answered 'No' to in determining your suitability for the job.